

## **Job Description**

### **Practice Administrator**

<b>Job Title:</b>	Practice Administrator
<b>Work Location:</b>	Durham Office, occasional visits to Oxford office as needed
<b>Hours of Position:</b>	Monday-Friday 8am-5pm
<b>Responsible to:</b>	Physicians
<b>Accountability:</b>	Managing Partner of the Practice

**Job Summary:** Oversee the business functions of the group, including fiscal management, managed care/commercial/value-based care negotiation, group development and recruitment, strategic alliances, quality assurance, and utilization.

#### **Educational Requirements:**

- Bachelor's Degree required
- Advanced Degree (MBA, MHA, MD, JD) preferred
- MGMA Membership, Certification and/or Fellowship, desired

#### **Qualifications and Experience:**

- Minimum of eight years management experience in a health care system
- Computer literate; knowledge of practice management software, spreadsheet, and financial application software
- Comfortable using email and interacting with Internet applications
- Experience negotiating with payors and vendors
- Proven experience managing and maximizing the profitability of a physician group
- Demonstrated ability to lead physicians
- Knowledge of compliance plans, HIPAA, and quality assurance programs
- Experience reporting to, and working with, a Board of Directors

#### **Additional Characteristics:**

- Strong interpersonal skills, and the ability to relate effectively with physicians, hospital personnel, payors, and other groups at multiple levels
- Strong organizational leadership ability; capable of coordinating the interests of physicians toward the larger objective
- Knowledge of how the Internet is changing physician practice
- Ability to communicate effectively among multiple organizational levels
- Knowledge of the business structure and accounting practices of private and group medical practices
- Experience managing and maximizing the profitability of a medical practice

- Ability to delegate and oversee risk assessment, case management review, compliance plan initiation

Responsibilities include, but are not limited to the following:

### **Personnel Management**

- Manages all staffing needs-screens all applicant, hires, disciplines, and conducts performance reviews annually
- Develops disciplinary protocols and directs or facilitates action, according to state law-maintains a thorough knowledge of all state labor laws
- Presents staff merit increases and promotions to physicians for final approval
- Develops and revises job descriptions and hiring requirements
- Completes and updates personnel files-ensures required forms are completed
- Directs the development of a personnel policy manual
- Submits staff timecards for payroll processing semi-monthly-verifies accuracy and completeness of employee time
- Maintains all vacation and other "days off" schedules
- Ensures all posts are filled by trained personnel during vacations and when staff call in sick fills in when needed
- Maintains high morale and good relations throughout the office
- Sends appropriate staff to attend continuing education courses and informs physicians of CME courses of interest
- Directs research of employee benefits program, and makes recommendations to the physicians
- Holds office staff meetings at least monthly; prepares meeting minutes, and distributes them to staff and physicians
- Ensures adherence to government-mandated programs such as Americans with Disabilities and Family Medical Leave Acts

### **Strategic Development and Communication**

- Interfaces with hospital & dialysis medical staff and administrative leadership and key departments to assure productive, positive relationships
- Directs long-range planning activities
- Communicates physician decisions, needs, and goals to staff
- Functions as a liaison between physicians and staff
- Assists physicians in defining practice needs, new services, and/or research concerns
- Develops and recommends Internet initiatives to the physician team

### **Physician Recruitment**

- In conjunction with physicians, develops and maintains new physician orientation program
- Coordinates all recruitment activities
- Coordinates details of recruit visits, and prepares agenda and activities

### **Physician Interaction**

- Monitors the adherence of physicians to pre-set productivity goals-assists in the development of these goals
- Reviews monthly productivity reports and monitors productivity, revenue, and overhead for the practice (and its locations)
- Analyzes and implements physician and staff financial incentive programs
- Oversees administration of physician compensation formula
- Oversees management of pension and profit-sharing administration

### **Marketing**

- Directs all marketing and advertising activities for the practice, reports the return on investment for each
- Directs the maintenance of physician, payor, and patient referral bases
- Positions the practice within the community as an outstanding organization, and continually courts potential clients
- Oversees development and implementation of a patient satisfaction survey
- Effectively uses the Internet in appropriate marketing programs
- Manages relationship with Web designer or Web service vendor; or creates and updates the practice's Web site him or herself

### **Financial**

- Acts as liaison between the practice and the accounting firm
- Directs and oversees the facilitation of accounts payable, and the generation of internal monthly financial statements
- Directs the development of a financial chart of accounts, and oversees its implementation and use
- Reviews the profitability of all cost centers; examples include satellite offices, clinical research, access center
- Analyzes and presents financial analyses to the physicians monthly
- Directs the process of bidding out contracts annually for health insurance, supplies, etc.
- Establishes and works within an annual budget
- Proposes capital expenditures to the physicians, supported by cost benefit analyses
- Facilitates physician-requested financial analyses
- Managed care/commercial/value-based care contracting and oversight
- Identifies and coordinates appropriate joint ventures with health plans and third-party payors, direct contracting, package pricing, etc. as appropriate
- Negotiates profitable managed care and value-based care agreements with various payors
- Analyzes proposed managed care and value-based care contracts and their effect on gross revenues
- Directs the development of risk assessments and chart reviews
- Continuously assesses additional revenue source opportunities

### **General Administration**

- Acts as the in-house “information chief” and interfaces with the computer vendor regularly to solve problems, install updates, assess network or hardware needs, and request customized reports and services
- Directs the identification of outside vendors including legal, accounting, information systems vendor, physician specialists, management consultants, and e-health companies
- Assures that the organization is up-to-date and in compliance with related government regulations. These may include anti-trust, SEC, Stark, HIPAA, CLIA, OSHA, OIG fraud and abuse, and/or other state and federal regulations
- Participates in local, regional, and national organizations to maintain current knowledge of key health care trends

### **Other**

- Maintains professional affiliations and enhances professional growth and development to keep abreast of the latest trends in health care and practice management
- Attends Renal Physicians Association (RPA), Medical Group Management Association (MGMA) and other continuing education courses
- Maintains patient confidentiality; complies with HIPAA and compliance guidelines established by the practice
- Performs related work and additional duties as requested by the Board of Directors

### **Supervisor Responsibilities**

This job has significant supervisory responsibilities. The Administrator oversees and/or directly supervises all employees of the practice.

### **Typical Physical Demands**

Position requires prolonged sitting, some bending, stooping, and stretching. Good eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment is also required. Employee must have normal range of hearing and eyesight to record, prepare and communicate appropriate reports.

### **Typical Working Conditions**

Normal office environment. Occasional evening or weekend work. Employee may be required to attend events outside of the office and after work hours.